

PBC HEA AC

**ANNUAL
REPORT
1992-1993**

**HRS
PALM BEACH COUNTY
PUBLIC HEALTH UNIT**

For Reference

• LOCAL DOCS

Not to be taken from this room

MISSION STATEMENT

The staff of the HRS/Palm Beach County Public Health Unit is committed to providing leadership to ensure personal and environmental health programs that promote, protect and improve the health and safety of all people in Palm Beach County.

This will be accomplished by engaging in the following activities:

- **Community Assessment.** Regular and systematic assessment of the community's health by collecting and analyzing epidemiological data, vital statistics and other health status information.
- **Collaborative Planning.** Participate in community partnerships to identify, prioritize and develop plans to address current, emerging and future health needs based on assessment data.
- **Resource Mobilization.** Work with federal, state and local organizations to identify, develop and mobilize resources for their most effective and efficient use.
- **Service Provision.** Provide selected personal and environmental health services as part of a total community health program, with a focus on the prevention of disease and the promotion of health.
- **Advocacy.** Promotion of a community environment that supports a healthy lifestyle including access to health information and services for all.
- **Quality Management.** Maintain a qualified, highly motivated staff prepared to provide professional leadership and service to the community.

The HRS/Palm Beach County Public Health Unit mission statement, goals and objectives have been developed to provide a focus for the staff and the organizations's endeavors. Such focus is essential given the limited human and financial resources available to meet the complex and innumerable health problems in this community.

The mission statement, goals and objectives are designed to serve as a guide in setting priorities and allocating resources. Existing and new programs will be reviewed based on these guidelines. These guidelines do not prohibit the implementation of new activities when documented need occurs. They also do not guarantee the continuation of included activities when changes in community needs or priorities occur.

These guidelines will be evaluated regularly by HRS/Palm Beach County Public Health Unit staff, and by staff of inter-related community agencies.

According to the authors of *The Future of Public Health*, the mission of public health has been defined as "fulfilling society's interest in assuring conditions in which people can be healthy." This is achieved by mobilizing and organizing the community behind public health issues and by bringing to bear the latest knowledge and technology to prevent disease and promote good health and healthy lifestyles. The

HRS/Palm Beach County Public Health Unit has been a leader in designing public health programs and implementing innovative strategies in order to meet our county's needs. In a county which continues to undergo rapid and profound change, we have recognized that accomplishments can only be achieved through community-based collaborative efforts.



**Jean Marie
Malecki, M.D.,
M.P.H., Director
HRS / Palm
Beach County
Public Health
Unit**

Public health has never been static. In its long tradition, it has been evolving since those early pioneering efforts that controlled epidemics of contagious diseases and initiated developments in environmental health. We have seen this same evolution in Palm Beach County. Today, the county public health unit has become the primary health care resource for those disenfranchised from the traditional and mainstream models of service delivery.

In looking at our community, I can point with pride to the success of many of our public health initiatives and collaborations. Healthy Start, Glades Central High School's full service school health pilot, our Med-Mobile, the Immunization Coalition, Special Infant Services, the Governor's Initiative For Teens, the Family Planning Task Force, Project Dentists Care, the Air Pollution Control Program, Operation Early Detection, and the Boynton Community Life Center have demonstrated positive results in terms of improving selected health and social indicators. We have experienced a substantial improvement in the health of mothers and children. Through our aggressive immunization campaign, outbreaks of vaccine-preventable diseases have decreased considerably. Births to school age mothers have declined as a result of our strong community commitment to the public health principle of "every child should be a wanted child."

However, we continue to be challenged with many public health threats. Tuberculosis, once thought to be largely controlled, has resurfaced as a major public health concern. HIV/AIDS will continue to be a serious problem and challenge. Violence, particularly homicide and suicide, has emerged as a public health issue. Unwanted pregnancies continue to be an important public health issue. Concerns about threats to air and water quality, the transport and storage of toxic materials, occupational health and worker safety are other issues we face today.

As we look to the future we will continue to perform three important functions: assess the community's health status and monitor the indicators which reflect that status; develop policy recommendations based on our community's health status; and provide assurances that every resident has access to public health services. Our six county public health centers will continue to play a truly significant role in this endeavor.

We will continue to forge new and effective linkages with the private sector and community. Public health in Palm Beach County will continue to be a shared responsibility. Our willingness to seek out and embrace change will be even more important as we prepare for the 21st century.


Jean Marie Malecki, M.D., M.P.H.

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Did You Know...

THAT THE HRS/PALM BEACH COUNTY PUBLIC HEALTH UNIT...

- has a Client Service Philosophy?
"A person in contact with the Palm Beach County Public Health Unit shall be treated with dignity, respect, concern and consideration. The staff shall be courteous, competent, informed and responsive to the individual. The organization exists to serve the public and this shall be done to the best of our ability."
- is the largest health unit in the State of Florida?
- has a budget of 37 million dollars?
- provides comprehensive managed care?
- served 150,040 clients in this report year?
- provided over one million services?
- combines prevention and primary care with: school health, dental health, social intervention, nutrition services, health education, communicable disease intervention, Healthy Start, specialty care, and environmental health services?
- has had the only nationally accredited residency training program in preventive medicine and public health in a county health department for thirty-eight consecutive years?
- does clinical research in collaboration with the Centers for Disease Control (CDC) and with the University of Miami Medical Center?
- is recognized statewide for the Breast Feeding Peer Counselor Program?
- has a volunteer program with over 500 volunteers (includes 90 community physicians and dentists) which received national recognition?
- has Mobile Health Units which target the medically under-served?
- has a full service school at Glades Central High which was responsible for reducing the teen pregnancy rate by seventy percent?
- is involved in public/private partnerships and is in collaboration with community based agencies, advocacy groups and coalitions?
- Health Promotion and Education Division provided 40,646 educational encounters in health centers and in the community?
- has a Total Quality Management program?
- has 722 hard working and enthusiastic employees?

C.L. BRUMBACK HEALTH CENTER BELLE GLADE

The staff of the C.L. Brumback Health Center has worked to implement a system of managed health care during the past year. The goal was to provide quality health services while using existing resources efficiently.

In 1992-1993, the WIC Program serviced 3,167 participants in the Glades. The Breast Feeding Peer Counselor Program has been successful and graduates actively help to promote breast feeding to clients. In 1993, Palm Beach County was awarded \$30,000 for the USDA Nutrition Education Initiative which will target high risk underweight infants in Belle Glade, Lantana and Riviera Beach.



The AmFAR (American Foundation for AIDS Research) Grant has helped to establish the HEART (Health Education AIDS Research Team) Project to reduce high risk sexual behavior among 1,600 African American and Haitian teens in the Glades. The first phase of this project was successful in producing 51 functioning peer educators. The project is now in its second year and will expand to target high risk Lantino adolescents in 1993-1994.

The Health Education Division has developed a comprehensive health education community outreach program which includes an Annual Health Fair, World AIDS Awareness Week, TB Elimination Day, Walk for Life, Health Career Days, and PATCH (Planned Approach To Community Health).

A Medical Mobile Unit is bringing better health care to children in the Glades. Staffed by an advanced pediatric nurse practitioner and assistant, the Med-Mobile made rounds to daycare centers, housing projects and elementary schools in the Glades providing physicals and immunizations to approximately 1,000 children. Plans are being made to expand services to the adult population with the addition of a second Med-Mobile in 1994.

The Administration Department has worked to increase efficiency and productivity by crosstraining clerk typist specialists and cashiers and promoting them to senior clerks. An automated computer appointment system, implemented in 1992, has improved clinic flow and continuity of patient care.

In August 1993, the HIV Prevention Center was placed under the supervision of the Health Center Medical Director. The HIV Prevention Center will continue to promote health education and risk reduction through family education, street level outreach, testing and counseling. In addition, CDC-funded research projects will be expanded to collect HIV information and study special populations of children, minorities and rural residents.

The medical records department has installed a new computer and printer to print patient name labels and improve efficiency. The goal is to streamline health information systems management and create quality control of records/reports.

The Volunteer Services Office has had an outstanding year with 70 new volunteers recruited. This office provided over 3,000 hours of service to the client/patients. A new program implemented this year was the "Holiday Store" which provided food, clothing, toys, and household goods to 2,000 persons referred through the clinic. Total value of goods and services donated to the health center was over \$150,000 and our volunteer administrator was recognized with a Davis Productivity Award.

In 1993-94, the C.L. Brumback Health Center will focus on shifting to Quality Improvement programs which are more client centered, outcome-oriented team efforts involving all staff in decision making.

LANTANA/LAKE WORTH HEALTH CENTER

The Lantana/Lake Worth Public Health Unit has seen a year of changes and challenges. Staff and volunteers have worked as a team to make this center shine in our community. The staff has responded to the needs of the clients by listening to their requests and solving their problems. The staff recognize that customer satisfaction not only creates more involved clients, but also a more satisfying work place. Our staff is committed to the agency mission and will lead by setting the example in day to day responsibilities.

The total number of clients seen this year at the Lantana Center has increased by 32%. Triage now occurs, all day long, five days a week. Pediatrics has been expanded to run morning and afternoon, five days a week. Specialty clinics, including podiatry and dermatology, have been added. Diabetic and nutrition classes have been successful in reaching clients. The Teen Family Planning Clinic has used clever marketing strategies to break down barriers which prohibit youth from accessing our services. Health Education has added classes for pediatric and adult clients. Lantana/Lake Worth is now home for the Overseas Immunizations Clinic.

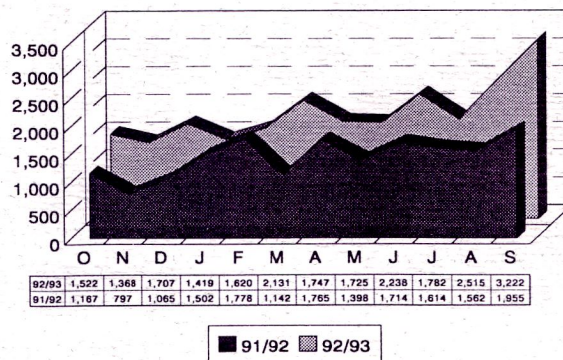


Quality Improvement strategies have been put into action to improve the working environment and to help maintain the highest possible standard for health delivery. Quality Circles meet monthly to discuss problems and implement solutions with team leaders. Bi-weekly supervisory meetings help communication among staff. Peer reviews, quality assurance and Medicaid audits make everyone aware of the importance of doing a good job, as well as understanding why many procedures are necessary. Inservices are provided routinely at staff meetings and/or at working lunches.

The Palm Beach Junior League Health Fair held in November 1992 was a huge success thanks to the outstanding organizational job done by the sponsors. Volunteerism was at its best. Twenty-five primary care physicians, six speciality physicians, fifty nurses, sixty translators, five dentists, and numerous other volunteers saw 150 pediatric patients, 150 adults patients, 61 dental emergencies, and gave over 250 immunizations. In addition, health education, social services, fun activities, goody-bags and refreshments were provided.

The center's goal for the next year is to continue to increase productivity while maintaining the highest quality of care. The medical clinic will expand. A newly automated appointment system will improve client access. Changes in medical records and staffing patterns will improve client flow. The Planned Approach to Community Health (PATCH) will create community involvement. Continued customer service training and quality improvement methods will help reduce stress and subsequently provide more satisfied clients. We stand united as a team to meet the challenges of the coming year.

**LANTANA/LAKE WORTH HEALTH CENTER
CLIENT VISITS**



SOUTHEAST HEALTH CENTER

DIRECT CLIENT SERVICES

Our center absorbed many changes including job consolidation of clerk typist specialists and senior clerks which improved efficiency in the check-in area of the clinic. As a result of all positions being filled, the center was able to provide service to more patients in all clinical areas.

NURSING

An advanced registered nurse practitioner was appointed to the TB and AIDS clinic allowing a greater number of clients to be seen. A clinical supervisor was appointed to the Annex Building. This enabled the health unit to add additional TB and AIDS clinics and has greatly assisted the clients in obtaining better clinic accessibility.

OUTREACH PROGRAMS

School nurses increased outreach services enabling children to receive school physicals and immunizations at their school site. A supplemental school services program was implemented on a full time basis at an elementary, middle and high school. Special dental clinics were scheduled for children at the Florence Fuller Child Care Pre-school Headstart Program.

The Center, cooperating with the Volunteer Services Auxiliary, provided services to clients throughout the year. Over 100 families received holiday food baskets and toys for their children during the holiday season. The annual Easter picnic served 250 children and their families.



The Parent Infant Project (PIP) staff includes a nurse, social worker and secretary to meet the needs of teenage mothers and their children. Follow-up in well-baby clinic and family planning are also part of the PIP.

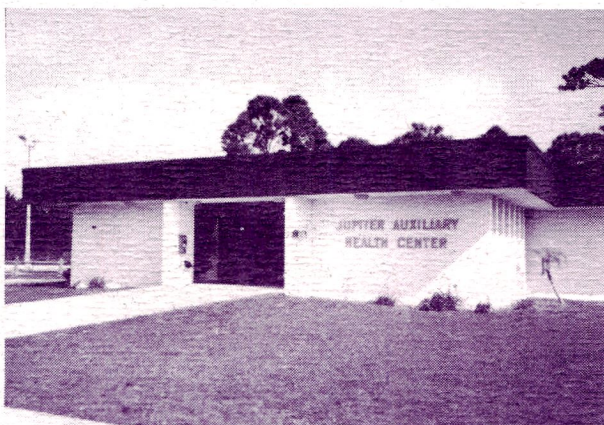
Primary Health Plan (PHP) has been provided with a full-time nurse to meet the needs of our HMO clients. The program also has added a representative to enroll Medicaid recipients for the Primary Health Plan.

The PATCH Program was initiated at the center in 1993. Staff members have been meeting and working with local community leaders and concerned citizens to address the health needs of the community. PATCH is addressing the socio-economic factors that are involved in contributing to a healthy environment for the community.

GOAL FOR NEXT YEAR

Increase primary care clinics to assist patients with more efficient managed care.

JUPITER COMMUNITY HEALTH CENTER



The Jupiter Health Center is located on Indiantown Road and serves Jupiter and the surrounding communities. It offers the broad spectrum of public health services, as well as primary care for the pediatric and adult population of northern Palm Beach County. The WIC Program serves 343 clients from this center.

The Environmental Division in Jupiter is involved in radon testing, as well as inspecting local institutions and private wells.

The health center volunteer auxiliary donates many hours of services providing food for the needy, holiday baskets, gifts, and parties for clients.

NORTHEAST HEALTH CENTER

The Northeast Health Center is located in Riviera Beach directly north of West Palm Beach. Riviera Beach's population is 27,639, however, the center's service boundaries extend into West Palm Beach and other adjoining communities. The staff at the Northeast Center believe that all our clients should be served in a supportive setting which meets individual needs. We strive to achieve that everyday.

CHILDREN'S SERVICES

Research indicates that more than six million children in the United States lack a regular source of routine medical care, and more than 12 million do not make timely visits for preventive care.

To address the needs of this group, pediatric and immunization clinics are scheduled everyday. Immunization services are readily available with no barriers. Daily walk-in pediatric and immunization clinics are provided. Children are also reached in neighborhood schools, via the Med-Mobile Unit, which provides needed physical examinations and vaccines to preschool and school-aged children.

WIC

The Women Infants and Children (WIC) program at the Northeast Center provided services to 2,914 clients during the report year. The WIC program has been assisting the Special Infant Services Program and the Fun Kids Program in following up on high risk clients. In addition, at the Northeast Health Center, the "WIC and Stick Program" has been assisting children in WIC to keep current with their immunizations.

WOMEN'S SERVICES

At Northeast Health Center, the medical staff and the community have come together to form strategies for raising the public consciousness on women's issues. Ways are found to assure better access and awareness of family planning options. The maternity team provides the best quality of care for the client. A multilingual staff helps create a pleasant and reassuring atmosphere for the expectant mother.

INNOVATIVE PROGRAMS

With grant support, we are becoming innovative in creating programs geared to specific client needs. Special Infant Services (SIS) is a team-oriented, family-centered, case management group which serves pregnant and post-partum, substance abusing women and substance exposed newborns, from birth to eighteen months. The team includes a nursing program specialist, three senior community health nurses, two social workers, one outreach worker, and a senior clerk.

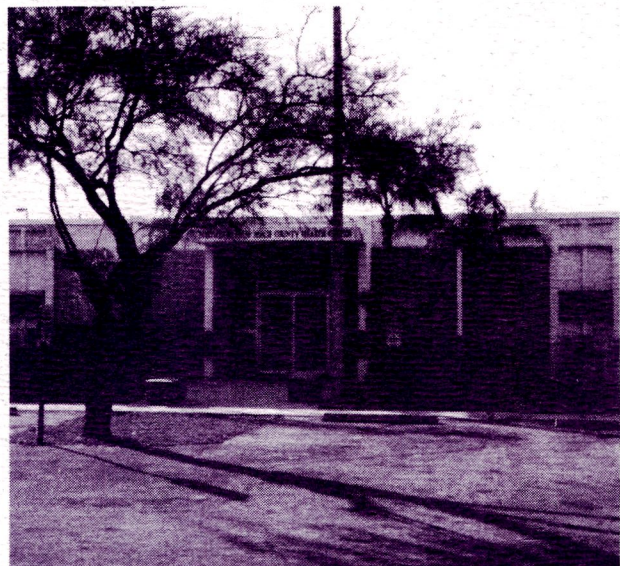
The goal of the program is to deliver a drug-free baby and to get the mom into an appropriate treatment program. SIS has joint meetings with HRS/Children, Youth and Family, the Cottage Program, Gratitude House, and the Association for Retarded Citizens (ARC). In addition, participation in the Riviera Beach Drug Coalition and Kids Pac is ongoing.

Because the SIS team has been working with our community for the past four years, they are seeing patients turn around and voluntarily ask for help. The patients are learning to trust the program team and seek their help.

LOOKING AT THE FUTURE

Healthy Start Prenatal Risk Screening is being offered to all maternity patients. If appropriate, patients are enrolled in care coordination and receive additional enhanced services.

The Health Education staff brings health promotion and disease prevention issues to the community. This year outreach audiences have included The Boy's and Girl's Club, Gold Coast Academy, and the Kiwanis' Health Fair.



WEST PALM BEACH HEALTH CENTER

The West Palm Beach unit moved into its new quarters at 705 North Olive Avenue and opened for "business" on June 15, 1993.

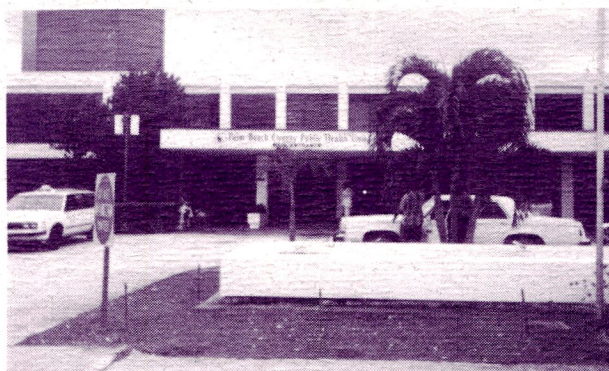
Programs from sites on Evernia Street and Broadway merged so that adult medicine, pediatrics, immunizations, Early and Periodic Screening, Diagnosis and Treatment services (EPSDT), Women, Infants, and Children (WIC), dental, and sexually transmitted disease (STD), are now housed in one location. Human Services and Health Care District offices were also co-located so that clients could be given multiple services in one location. The center became the first site to initiate the "one-stop shopping" concept by having clerical staff cross-trained and promoted to senior clerks.

The center continues to function with a multi-disciplinary approach providing all patients with a comprehensive care program. To promote an improved health care program, the PHP staff are also working very diligently to enroll more clients assuring a healthier population.

During most of 1992-1993, the tuberculosis and sexually transmitted disease clinical programs for West Palm Beach shared a facility at 3701 Broadway in the northern section of the city. Clients from Lantana north to Jupiter received services at this center. With the move, in June, of the STD clinical program to the new Olive Avenue Health Center, the Broadway Center became devoted exclusively to tuberculosis services.

An additional site, at 3518 Broadway, serves as the largest HIV/AIDS Clinic in the health unit. A full range of services, including psychological counseling, nutrition counseling and support groups for clients and their families, is offered in addition to medical and dental care. Clinical services are offered every day, with separate sessions for children. Approximately 27 new clients are admitted each month to this clinic, one of three HIV/AIDS Clinics located in health unit centers.

705 Olive



3518 Broadway



3701 Broadway



REPORTS FROM.....

ADMINISTRATION

CLINICAL SERVICES

ENVIRONMENTAL HEALTH

ENVIRONMENTAL SCIENCE AND ENGINEERING

DENTAL PUBLIC HEALTH

NUTRITION SERVICES

EPIDEMIOLOGY AND DISEASE CONTROL

AIDS CLINICAL SERVICES

SEXUALLY TRANSMITTED DISEASE PROGRAM

TUBERCULOSIS CONTROL PROGRAM

HEALTH PROMOTION AND EDUCATION

NURSING & ALLIED HEALTH

INFORMATION RESOURCES MANAGEMENT

RESIDENCY PROGRAM

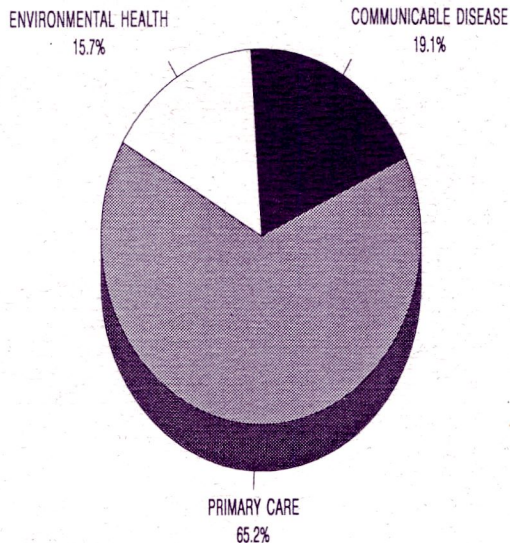
LABORATORY SERVICES

QUALITY MANAGEMENT

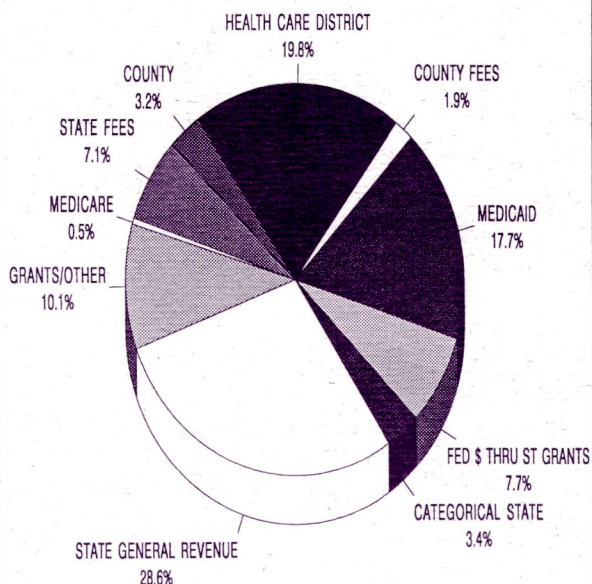
ADMINISTRATION

TOTAL EXPENDITURES

\$36,836,331



SOURCES OF FUNDING



During the contract year, October 1, 1992 through September 30, 1993, the HRS/Palm Beach County Public Health Unit had 722.05 full-time positions. 1,061,566 services were provided to 155,040 persons or entities. The total cost of these services was \$36,836,331. They were provided at a cost of \$34.70 per service, or \$237.59 per client or entity.

Significant changes were reflected this year as the Palm Beach County Public Health Unit moved toward a managed care environment in conjunction with the county Health Care District. A major impact has been competition with four other Medicaid health maintenance organizations for Medicaid clients. As a result, there was a 7% decrease in services provided, and a 11.5% decrease in number of clients seeking services.

Services offered within the PBCPHU during the past year have focused upon collaborative activities with many community agencies, among which were a joint venture with Catholic Charities to staff the Med-Mobile, a Health Fair with the Junior League of the Palm Beaches, initiation of a Council on Public/Private Partnerships, and work with the Caridad Clinic in South Palm Beach County. Along with these efforts, the CPHU moved West Palm Beach Medical, Dental, and Sexually Transmitted Disease Clinics into a newly leased, two story facility at 705 North Olive Avenue in June of 1993.

Current planning activity is directed toward plans for a new West Palm Beach building for Clinic Services and Administration. Space vacated by the clinics at 826 Evernia and 909 Evernia is being renovated for administrative staff so that the larger staff may be accommodated and the 910 Evernia Street facility can be vacated.

For ten months the business office worked closely with Information Resources Management to develop and implement a new internal accounting system. This enhancement allowed for a more specific, detailed cost accounting system than is currently available through the State Automated Management and Accounting System. This new billing program is more cost efficient and user friendly.

Volunteer Services has over 500 volunteers assisting staff in providing services to all of the health units throughout the county. The Volunteer Office is very involved in special outreach programs and projects, as well as initiatives headed by the Governor's Council of Palm Beach County on Public/Private Partnerships. Through these volunteer efforts, the county saved \$1,375,138 last year!

CLINICAL SERVICES

The newly created Division of Clinical Services was initiated in April, 1992. This division is responsible for planning and coordinating clinical services county-wide through health promotion, prevention, and primary care. Systems were instituted at each comprehensive care center to foster a team approach to the delivery of clinical services through:

- **Team meetings**
- **Monitoring of provider services through peer, referral, and productivity reviews**
- **Regularly scheduled clinical in-services**
- **Greater provider involvement in quality management**
- **Strengthening of community linkages through increased outreach services utilizing Med-Mobile, PATCH, and KIDS Kompact**

Features unique to our health service delivery system are that it is:

- **Comprehensive**
- **Cost effective**
- **Accessible**
- **Humanistic**
- **Quality focused**
- **Community-based**
- **Linked to Environmental and Epidemiology Divisions**

Health services are provided for infants to adults at six comprehensive outpatient primary care centers located throughout Palm Beach County. Services may be in the adult medical, pediatric, obstetric and gynecology, immunization, WIC, family planning, STD, TB, or AIDS clinics.

In addition, HIV infected persons may receive specialized services both at the comprehensive health sites and at adult, pediatric, and dental specialized clinics. A wide range of services are available at these specialized clinics including clinical care, case management, aerosolized pentamidine, nutrition and psychological counseling, and enrollment in research protocols. Referrals for subspecialty care are readily available from all sites.

Despite a decrease in numbers of Health Care District clients served due to a change in eligibility guidelines, the number of clients served by clinical providers increased in 1992-1993 in comparison to 1991-1992. This increase was most dramatic at the Southeast, Northeast, and Jupiter Health Centers. The C.L. Brumback Health Center was our busiest center.

This year has been one of many clinic management challenges. We look forward to improving our health services delivery system in the coming year.

ENVIRONMENTAL HEALTH

Environmental Health is a regulatory division which seeks to improve community sanitation and public health through education and enforcement of environmental control rules. Consultation services are provided concerning physical plant layout, zoning, certificates of need, environmental sanitation, and infection control practices. The Division makes referrals for radiological certification and acts as a liaison between clients and other agencies. Hospitals, nursing homes, schools, child care and family day care centers, foster homes, adult congregate living facilities, migrant labor camps, emergency shelters, and tanning salons are among those facilities assisted by Environmental Health Staff to meet compliance regulations.

ENCEPHALITIS

St. Louis and Eastern Equine Encephalitis are two important diseases which occur sporadically and unpredictably in Florida. Both diseases are caused by a mosquito-transmitted virus and can be fatal to humans and horses. Sentinel chicken flocks are maintained in various locations within Palm Beach County to monitor the presence of mosquitoes infected with the encephalitis virus. From October 1992 through September 1993, Environmental Health collected 305 blood samples from sentinel chickens on 15 separate days during the peak months of mosquito breeding season. When infected mosquitoes bite the chickens the virus will show up in the chickens' blood.

If sentinel chickens show an increased frequency of virus transmission occurring, Environmental Health works closely with Palm Beach County Mosquito Control to increase spraying, and implements other mosquito control measures. The community is then alerted through the media to take precautions and minimize exposure to mosquitoes during high risk periods. Without this program, potential for serious illness would be many times greater. One additional sentinel chicken flock will be established next year.

TANNING SALONS

Indoor tanning facilities are licensed and inspected to ensure that such facilities are sanitary and that users are aware of potential health hazards. All tanning devices available for public use must fully comply with FDA Federal Regulations. Forty-two businesses offering indoor tanning on 175 tanning devices exist within Palm Beach County. New state rules, effective January 1993, require tanning facility owners and managers to receive formal classroom training and certification in proper operation and safety practices. Violations by operators have dropped by one half from the previous year due to PBCPHU enforcement of the new rules and training requirements.

MERCURY IN FRESH WATER FISH

Mercury contamination of some popular freshwater fish was discovered in many areas of Florida including the Everglades and Loxahatchee National Wildlife Refuge in the mid-1980's. Frequent consumption of mercury contaminated fish can cause adverse health effects in humans. Because local canal systems and lakes are fished regularly by many residents, Environmental Health worked with the Florida Game and Freshwater Fish Commission to collect and analyze largemouth bass from previously untested subsidence-type freshwater fishing locations. State and local health advisory brochures have been distributed to health unit clinics, food stamp distribution sites, government centers, bait and tackle stores, and the Palm Beach Medical Society in order to educate and inform the public about mercury contaminated fishing areas located in Palm Beach County.

BIOMEDICAL WASTE

The Biomedical Waste Program was implemented to insure safe handling of biomedical waste within facilities which produce biomedical waste. State regulations require that all generating facilities (laboratories, clinics, physicians offices, dental offices, funeral homes, etc.) obtain a permit to operate. The department permitted 1,845 facilities during the initial permitting year of Oct 1, 1992 to Sept. 30, 1993, and continues to add new facilities daily. Approximately 1,300 compliance inspections of facilities were conducted to evaluate the handling and removal of biomedical waste during this time period. Incidents of illegal disposal or accidental spills are investigated to alleviate conditions causing health and safety hazards. This program also investigates accidental needle sticks to the public, other than those received by health care workers.

A program is provided to home users of needles to protect the public from accidental needle sticks caused by unsafe, improper, and illegal disposal of their needles. HIV, hepatitis B, and other bloodborne diseases can be spread by accidental needle sticks. Approved needle storage containers are available at the six county health unit sites, and approved disposal is provided when the containers are returned to the health unit. Approximately 1,000 containers were distributed last year.

Planned for next year are: additional sites for pick-up and disposal of containers; an amnesty program so that those who have saved large quantities of needles may dispose of them; revised educational flyers; and increased public awareness through outreach education.

INDOOR AIR QUALITY AND OCCUPATIONAL HEALTH

In response to health concerns regarding the quality of indoor air, surveys and investigations are provided to help guide home and business owners with strategies for improving indoor air quality. Allergies to molds, mildew, and dust are a common complaint. Dust accumulation and microbiological growth on air conditioner cooling coils and drip pans are often identified. Elevated relative humidities, moisture intrusion, and poor housekeeping also contribute to poor indoor air quality. Home and building ventilation assessments determine system adequacy for preventing the build-up of chemicals, dust, odors, and micro-organisms.

Occupational air exposures investigated by our staff include testing for carbon monoxide, mercury, lead, formaldehyde, dry cleaning fluids, hydrogen sulfide, ammonia and dust. Compressed air quality is tested for dive shops and fire departments that fill tanks. On-site investigations of violations of the Florida Clean Indoor Air Act regarding smoking in the work place and in public places are also conducted on request.

Investigated this year were 469 requests and complaints concerning indoor air quality. Because of the number of problems associated with indoor air quality, several training courses in preventing indoor air problems are scheduled for 1993-1994. One was conducted for building owners and managers on September 14, 1993 by the U.S. Environmental Protection Agency and had 200 attendees. A special 2 1/2 day training course will be offered in January, 1994.

Our office advises and distributes information on radon, a naturally occurring radioactive gas that comes from the ground. Indoor air radon dissipates rapidly, but if trapped inside a building, radon can accumulate. Radon exposure is associated with an increased risk of lung cancer.

Low levels of lead exposure have been found to effect the developing nervous system of young children. Pediatricians who test children for exposure refer cases of children with elevated blood lead levels to our office for environmental investigation. Homes are inspected, and suspicious paint, soil, dust and water are sampled and tested for lead content. Recommendations are made to help minimize future exposure. Increased emphasis on thorough environmental lead investigations and advice to parents of affected children is planned for next year.

SCREENING FOR CAREGIVERS

The legal requirements for screening personnel in a child care or family day care facility are in Chapter 85-54 Laws, Rule 10-20, Florida Administrative Code and Rules and Regulations governing Child Care in Palm Beach County, Florida, adopted pursuant to Chapter 59-1698 Special Acts, Laws of Florida.

The main purpose for screening child care personnel is to ensure that all positions of trust are filled with persons of good moral character as attested to by their meeting and passing the screening requirements of the State of Florida.

The PBCPHU views the screening requirements very seriously and is obliged to take administrative action when they are violated. All child care and family day care providers must make a special effort to provide accurate documentations within the time prescribed by the rules and regulations.

In this age of technology, we are fortunate to have a computerized tracking system that greatly facilitates determining the screening status of thousands of child care employees for the protection of the children they serve.

ENVIRONMENTAL SCIENCE & ENGINEERING

The Division of Environmental Science and Engineering is responsible for the enforcement of health and environmental regulations pertaining to: the drinking water supply, solid and hazardous waste, air pollution, waste water, and public swimming pools and beaches. The division conducts a comprehensive regulatory program including permitting, compliance inspections and enforcement.

The Water Supply Section regulates the treatment and distribution of water supply to ensure that not only is the water safe for consumption, but also aesthetically pleasing.

During the report year, this section worked closely with all water utilities to implement the new lead and copper rule, adopted in May 1991, to protect people from adverse health effects caused by high levels of these elements in drinking water. This rule applies to all regulated water supply systems which serve more than 25 people at least 60 days out of the year. There are 250 such systems in Palm Beach County. Smaller systems, serving less than 25 people, of which there are 145, are not subject to this rule, but are monitored on a quarterly basis for other contaminants.

DRINKING WATER SECTION SUMMARY OF ACTIVITIES (OCT. 1, 1992 - SEPT. 30, 1993)

ACTIVITY	CWS	NTNCWS	NCW	LUPWS	TOTAL
INSPECTIONS	52	35	121	141	349
SANITARY SURVEY	35	12	32	35	114
FOLLOW-UP PLANT VISITS	0	33	127	74	234
BACTIS COLLECTED	2000	150	500	1500	4150
COMPLAINTS INVESTIGATED	29	0	0	0	29
NOTICE OF VIOLATION ISSUED	0	1	0	1	2
NO. OF SYSTEMS CONNECTED	2	0	5	32	39
INFORMAL NOTICE/CONNECT	0	0	5	40	45
LETTERS FOR M/R & COMPLIANCE	250	160	100	180	690

CWS - Community water system

NTNCWS - Non-transient non-community water system

NCW - Non-community water system

LUPWS - Limited use public water systems

The Solid and Hazardous Waste Control Section conducts compliance inspections of facilities for handling and disposing of solid/hazardous wastes. Incidents of accidental spills and illegal dumping are investigated to alleviate conditions causing health/safety hazards or environmental damage. Under the provisions of the Community Right-to-Know Ordinance, information on potential health effects from commercial or industrial operations was provided to 5,249 clients.

The Air Pollution Control Section protects air quality in Palm Beach County by conducting an inspection of air pollution sources and taking enforcement action when necessary. This section has concentrated its efforts to promptly resolve citizens' complaints of dust, odors, pesticide overspray, smoke/ash, spray coating drift, smoking automobiles and other nuisance conditions. The Air Monitoring Section continuously monitors the various air pollutants at different locations. This year, a new carbon monoxide monitoring site was added to the network pursuant to federal requirements. The Southeast Florida Airshed, (which includes Dade, Broward, and Palm Beach Counties), is presently designated a moderate, non-attachment area for having failed to meet the ozone air quality standard. However, recent air monitoring data indicate the area is now meeting the standard. The Air Pollution Control Program has been working with the Florida Department of Environmental Protection to develop a plan for maintaining the air quality as part of a redesignation request to the U.S. Environmental Protection Agency.

The Waste Water Control Section conducts inspection of small sewage treatment plants designed to handle less than 500,000 gallons per day of domestic wastewater, also referred to as "package plants." This program has been delegated to the PBCPHU by the Department of Environmental Protection under an inter-agency agreement. The section ensures that the package plants are properly operated and maintained so that they do not endanger public health or cause water pollution.

Also, complaints of sewage overflows and odors are investigated for possible enforcement. During 1992-93, three package plants were discontinued after connection was made to the regional sewer system. One new regional plant was put into service by the Palm Beach County Water Utilities Department. The total number of sewage treatment plants in Palm Beach County is now 75.

The Water Recreation Section regulates public swimming pools, spas and beaches. Thirty new pools increased the number of public pools in the county to 2,560. This section continued to monitor the bacteriological quality of our twenty five public beaches. The water quality of the beaches continued to be safe for swimming except for the problems with sea lice during the months of April through July. The Water Recreation Section participated in the sea lice study along with other PBCPHU personnel.

The Field Surveys Section conducted site evaluations and inspections of new construction to ensure that the permitted systems were installed in accordance with approved plans.

The Plan Review and Permit Section of the Palm Beach County Public Health Unit is responsible for reviewing construction permit applications and engineering plans for water supply systems, sewage disposal systems, and public swimming pools. Construction permits or approval letters are issued where applicable.

Permitting activity remained sluggish in 1993, but a slight upturn in the construction industry is evidenced by an increase in OSDS (Onsite Sewage Disposal Systems), drinking water systems and construction plans reviewed.

A large decrease in permitting wastewater treatment plans was evidenced in 1993 due to the five year permitting cycle of operating permits (fewer operating permits expired in 1993).

Onsite Sewage Disposal Systems abandonment permitting picked up due to more contractors becoming aware of this new requirement.

NUMBER OF PERMIT APPLICATIONS PROCESSED			
TYPE OF PROJECT	1992	1993	%Increase/Decrease
*Onsite Sewage Disposal Systems (OSDS)	1,055	1,080	+ 2.4%
*Wastewater Collection/Transmission Systems	199	193	- 3.0%
*Wastewater Treatment Plants	26	16	- 38.5%
*Wells	2,093	2,010	- 4.0%
*Public Drinking Water Systems	255	280	+ 9.8%
*Public Swimming Pools	42	37	- 11.9%
*Construction Plans Reviewed for Water & Sewer Availability	3,780	3,886	+ 2.8%
*OSDS Repair	621	828	+ 33.3%
*OSDS Abandonment	64	251	+ 292.2%
*OSDS Industrial Zone Operating Permit	19	20	+ 5.3%

DENTAL PUBLIC HEALTH

The primary goal of the Dental Program is to improve the oral health of our population by providing efficient and effective oral disease prevention and treatment services consistent with existing resources.

A major effort during the year was directed toward the strengthening of Project Dentists Care, a public-private partnership in which private practicing dentists treat eligible patients in PBCPHU dental facilities. The Florida Dental Association has accepted Project Dentists Care as their official access program and is encouraging the expansion of this model statewide. Since its inception in early 1992, sixty-five volunteer dentists have provided over 1,200 dental prevention and treatment services during 500 patient visits.

Our yearly school based fluoride mouthrinse program provided the cavity-reducing benefits of topical fluoride to 42,970 students in sixty-five county schools.

Now in its second year, the Dental Hygiene Externship Program with Palm Beach Community College has provided opportunities for twenty-seven second year dental hygiene students to gain practical work experience in our dental facilities. At the same time, it provided valuable treatment services for our patients.

Another area of community service involved providing 375 dental screening examinations for the County Head Start Program. These screening exams allowed the Head Start Program to refer only those students in need of dental treatment services to dental providers, thus saving the program the cost of unnecessary examinations.

Additionally, the Dental Division actively participated in various community health fairs. These fairs provided educational and career information to hundreds of Palm Beach County residents. The Lantana/Lake Worth Health Center Health Fair provided dental treatment services for more than forty migrant workers in one day!

Data from the past year indicated that, for the third year in a row, the number of dental preventive treatment services for our patients had increased. These important preventive services included dental sealants, scalings and cleanings, fluoride treatments, and oral hygiene training sessions.

Other noteworthy activities of the Dental Division staff encompassed consultations, educational lectures, and participation in various committee activities on the local, state, and national level.

In the 1992-93 program year, the HIV dental treatment facility provided for 5,672 dental treatment services during 1,203 patient visits.

DENTAL HEALTH SERVICES SUMMARY

	1992-93	1991-92	1990-91
Patient Visits	15,540	16,547	16,715
Treatment Services	66,842	66,440	64,821
Prophylaxis and Scalings	8,729	7,687	6,167
Fluoride Treatments	4,722	4,767	2,811
Dental Sealants	6,046	5,281	3,781
Oral Hygiene Sessions	5,918	5,177	4,670
Extractions & Surgical Procedures	3,783	5,813	8,614
Restored Surfaces (Fillings) ...	13,688	10,449	7,881

NUTRITION SERVICES

Nutrition services that promote health and prevent disease are an integral part of health care. The Nutrition Services Division staff is committed to providing programs and services that meet the needs of all members of our community.

WIC PROGRAM

Participation in the Special Supplemental Food Program for Women, Infants and Children (WIC) reached 16,386 clients in September 1993, a 5% increase over last year. The program, which serves pregnant and postpartum women, infants and children under 5 years of age, provided nutrition education and nutritious foods to 57% of those potentially eligible for the program. Clients redeemed food vouchers worth \$7.6 million in participating grocery stores.

HIGHLIGHTS

Palm Beach County was selected as the only WIC Program in the state to participate in a joint nutrition education initiative with the Cooperative Extension Service. The project provides intensive follow-up for high risk pregnant women. Trained paraprofessionals teach a series of classes supplementing the individual counseling provided by the public health nutritionists.

The Breastfeeding Peer Counselor Program continued to expand. Under the supervision of our certified lactation consultant, thirty-six trained peer counselors provided guidance and support to clients. Support groups for WIC families have been established in three health centers.

WIC services are offered in an increasing number of community settings. WIC outreach and screening are coordinated with the Med-Mobile in some locations. Full WIC services are offered at the Planned Parenthood office in Belle Glade. A full-time nutritionist position has been established for Women's Health Services.

ADULT HEALTH

The Nutrition Division received a grant to develop and implement a community based nutrition project for senior citizens. The "Over 60 and Sensational" program provides health screening, nutrition counseling and education at several sites in the central county area.

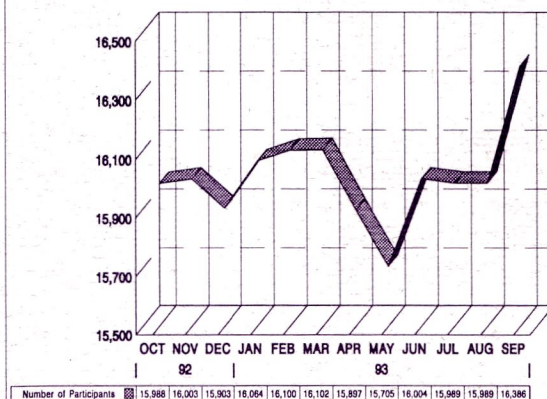
The local CBS affiliate, Channel 12, continues to air live, biweekly nutrition segments on the noon news. Features include food demonstrations, healthy recipes and nutrition news for a viewing audience of approximately 50,000.

AIDS

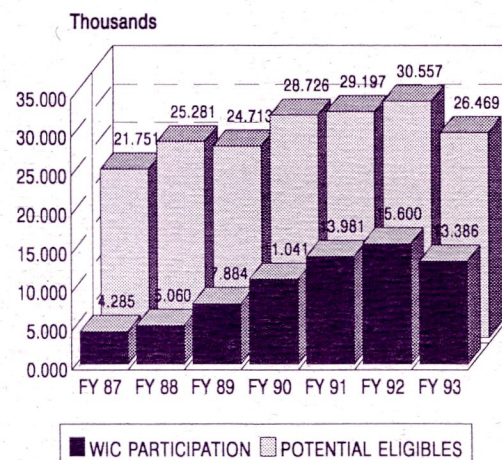
The pediatric AIDS nutritionist participated in a case presentation at the *Care of the HIV Child* Conference. This first annual conference, held in August 1992, in Palm Beach, was attended by more than one hundred health professionals.

WIC PARTICIPATION

OCTOBER '92 / SEPTEMBER '93



WIC Participation vs Eligibles



EPIDEMIOLOGY AND DISEASE CONTROL

Epidemiology is a branch of medical science that deals with the incidence, distribution, and control of disease in a population. The Division of Epidemiology compiles data and assesses trends to identify groups that may be at risk of acquiring or spreading a disease, and makes recommendations for intervention in order to preserve the community's health and safety.

Targeted populations and priorities for Epidemiology staff this year have included programs dealing with: communicable diseases, especially hepatitis B; Health For Life; the Immunization Coalition; a Sea Lice Study; KIDTRAK; and HIV/AIDS counseling, testing, and surveillance.

There are over 90 diseases/conditions which are reportable by Florida law. The most frequently reported diseases in Palm Beach County are campylobacteriosis, salmonellosis, shigellosis, giardiasis, viral hepatitis and bacterial meningitis/invasive disease.

REPORTED CASES	1991	1992
Campylobacteriosis	181	177
Giardiasis	150	114
Salmonellosis	216	172
Shigellosis	67	92
Hepatitis A	113	37
Hepatitis B	77	64
Meningitis/invasive disease due to:		
Haemophilus influenzae	14	7
Neisseria meningitidis	5	8
Streptococcus pneumoniae	3	7
Group B Streptococcus	5	2
Listeria Monocytogenes	8	2

Cases and carriers of bacterial enteric diseases are evaluated, educated, and monitored to prevent the spread of these diseases in high-risk situations such as day care centers, patient care facilities, and food handling establishments.

People in close contact with cases of meningitis and other invasive diseases are evaluated to determine the need for preventive drugs during "public health emergencies."

SEA LICE

Ocean bathers have reported red welts, blotches, itching and redness occurring several hours after swimming. In an effort to determine the cause of this health nuisance, Epidemiology worked in conjunction with the University of Miami-School of Marine Biology and the University of Maryland-School of Dermatology to form a Sea Bather's Eruption Study during the months of March through August 1993.

During Phase I of the study, lifeguards and bathers were recruited to apply randomly assigned barrier products of preventive creams/lotions and/or placebos in order to test their effectiveness. Of 53 participants, 35 of the volunteers (66%) were affected by sea bather's eruption. Symptoms were documented and medication prescribed. A two week follow-up was necessary in order to note duration and severity of symptoms.

In Phase II of the study, 877 bathers were interviewed, of which 775 went into the ocean. 124 (or 16%) of the bathers were affected by sea lice. Questionnaires were completed by the participants and this information is currently being analyzed to determine the most effective way to prevent and/or treat sea bather's eruption.

HEALTH FOR LIFE

Health For Life, a health promotion program, educated over 3,500 Palm Beach County residents on chronic disease prevention. Nearly half of this group were reached through the diabetes control program classes held at the county medical clinics in Belle Glade, Delray Beach, and Lantana/Lake Worth. In November 1992, the general public was invited to participate in Health For Life at the Lantana/Lake Worth Clinic. Programs were also coordinated with the American Heart Association, the American Lung Association, and the American Cancer Society.

Additionally, the Health For Life nutritionist provided bi-monthly nutrition features on the noon news of CBS affiliate, WPEC TV. These timely nutrition topics highlighted food preparation, health recipes and general nutrition news for promoting good health for life.

IMMUNIZATION COALITION

Since its inception in September 1991, this public-private partnership between the PBCPHU and Kiwanis International has resulted in the immunization of 1,905 children in Palm Beach County.

An immunization van, provided by the local Kiwanis Club, staffed by PBCPHU nurses, with vaccines supplied by the PBCPHU, visits various community locations and HRS service centers in Delray Beach, Lake Worth and Riviera Beach on a monthly basis. The purpose is to make sure that all children are immunized against dangerous childhood diseases.

A formal Immunization Action Plan is working toward having 90% of all two year old children immunized by the year 2000. We're well on our way to achieving this important health goal.

KIDTRAK

The KIDTRAK Program is the most recent modification of the HIVKIDS and FUNKIDS Programs. It is now in the 7th year of a continuing grant from CDC (Centers for Disease Control). This year's focus was to track the conversion or seroreversion of the HIV status of infants born to HIV antibody positive mothers who obtain prenatal care at the county health clinics or have walk-in deliveries at hospitals in Palm Beach County.

KIDTRAK is coordinated by the Director of Epidemiology and Disease Control and managed by a nursing program specialist/coordinator. To carry out program activities, KIDTRAK employs three nursing program specialists: one each in Palm Beach, Broward and Dade counties.

HIV/AIDS COUNSELING & TESTING

The Palm Beach County Public Health Unit has a confidential HIV Counseling and Testing Program designed to prevent the transmission of AIDS through risk assessment, preventive education, and testing as part of the clinics for: sexually transmitted disease (STD); maternity; family planning; tuberculosis; pediatrics; and adult primary care. Anonymous HIV testing is provided. In addition, confidential testing is available to any individual requesting it.

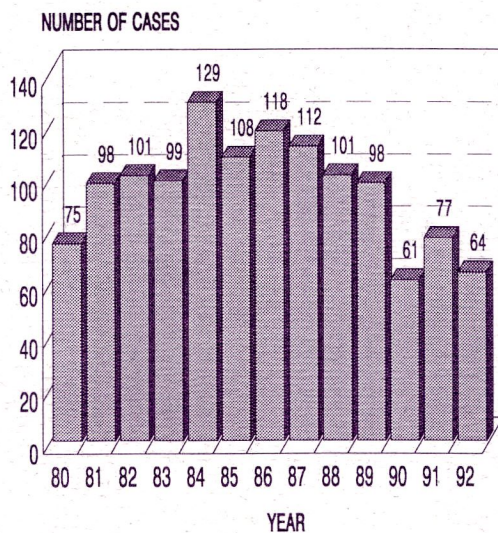
During our report year, 17,375 HIV tests were performed through this program. There were 1,012 positive cases, a 5.8% positivity percentage. The highest positivity percentages were noted in the 30-39 and 20-29 age groups, and among non-whites. The most common risk behaviors noted among patients who tested positive were: men who have sex with men; sex partner of a high risk individual; and patients with a history of a diagnosed sexually transmitted disease.

HEPATITIS B PREVENTION

Hepatitis B is a viral disease of the liver. In the United States it is spread primarily by blood exposure and sexual contact. However, the primary method of transmission in the world is perinatal, from mother to infant, during or immediately following birth. Infants who get the hepatitis B virus (HBV) from their infected mothers at birth, have a 90% chance of becoming a carrier, having a lifelong hepatitis B infection and dramatically increasing their risk of dying from cirrhosis or hepatocellular carcinoma (liver cancer). Because of this, provisions are made to immunize infants within hours of birth who are born to a mother infected with hepatitis B. The babies then receive additional doses of hepatitis B vaccine one and six months after birth.

HEPATITIS B CASES

PALM BEACH COUNTY, FL
1980 - 1992

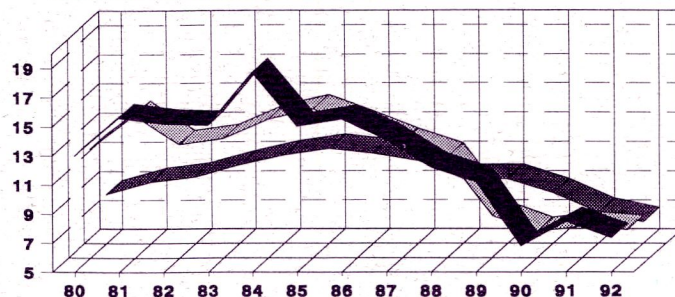


In the past, immunization programs which targeted high risk groups, including homosexual/bisexual males, intravenous drug users, and health care workers, were unsuccessful in decreasing the incidence of hepatitis B cases in the United States. To further control hepatitis B disease and decrease the incidence in the U.S., it was decided that the hepatitis B vaccination be a routine childhood immunization. Vaccinated infants are no longer at risk of becoming infected and are protected from future serious problems caused by HBV. As more people receive the vaccine and become immune to HBV infection, the number of new infections will naturally decrease. This is part of a plan to eliminate HBV infection as a health problem in the United States. From July 1992 to June 1993, 4,311 doses of hepatitis B vaccine were given out by the HRS Palm Beach County Public Health Units. We are well on the way to breaking the cycle of hepatitis B infection in Palm Beach County and in the United States!

INCIDENCE OF HEPATITIS B

PALM BEACH COUNTY, FLORIDA AND USA
1980-1992

INCIDENCE PER 100,000 POPULATION



■ PALM BEACH COUNTY ■ FLORIDA ■ USA

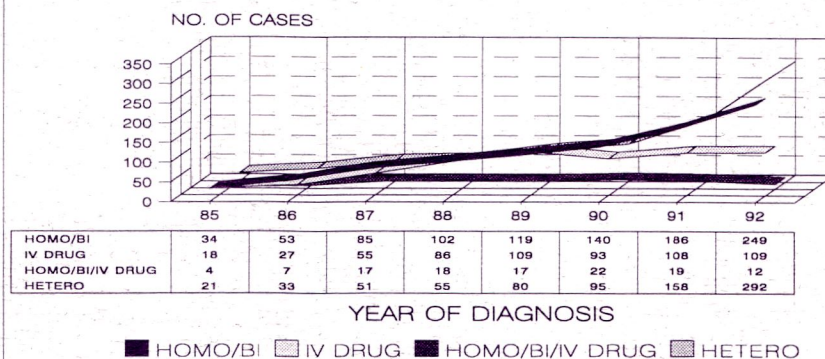
AIDS SURVEILLANCE

Florida has the third highest number of reported AIDS cases in the United States and Palm Beach County has the third highest number of reported AIDS cases in Florida. HIV positive, asymptomatic persons are not required by law to be reported in the State of Florida. Therefore, the following data includes only those people who met the Centers for Disease Control case definition for AIDS and who were residents of Palm Beach County at the time of diagnosis.

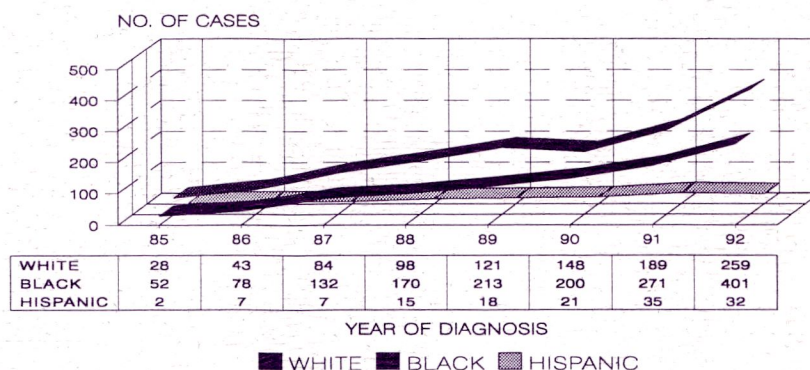
The AIDS case definition change on January 1, 1993, impacted the number of reported cases during the first six months of the year. This was due to the reporting of persons meeting the new case definition who had not met the previous criteria for an AIDS case.

The cumulative total of Palm Beach County AIDS cases from 1980 through September, 1993 is 3,053. Of this total, 60 percent have died. The number of cases in the adult/adolescent age range is 2,943, while pediatric cases total 110. The risk group, sex, and race distributions vary between coastal and western Palm Beach County. This data is used to provide direction for HIV education and prevention activities, and to help acquire funding for services.

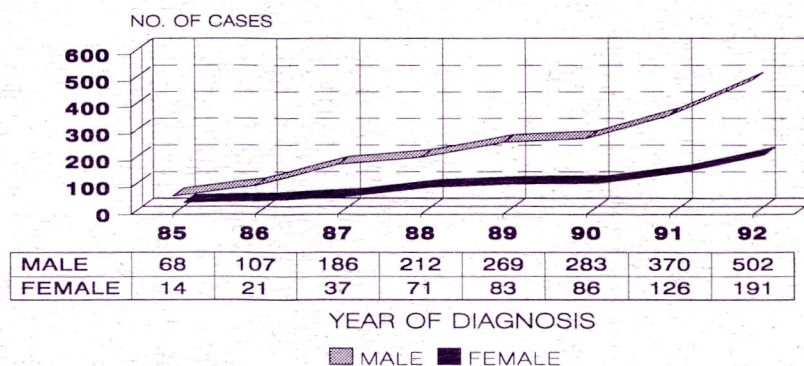
ADULT AIDS CASES BY RISK GROUP PALM BEACH COUNTY, FL 1985 - 1992



AIDS CASES BY RACE PALM BEACH COUNTY, FL 1985 -1992



AIDS CASES BY SEX PALM BEACH COUNTY, FL 1985 - 1992



AIDS CLINICAL SERVICES

The Palm Beach County Public Health Unit offers clinical services to HIV/AIDS patients using a multi-disciplinary approach to achieve a comprehensive care program. The clinics provide an array of services to the client and his/her family including physician services, psychological counseling, nutrition services, legal counseling, gynecological services, family planning, case management, X-ray, and extensive laboratory services.

The AIDS clinic at 3518 Broadway has gone through a year of change. A new medical coordinator was appointed in July. With the death of Dr. Marvin Kranis, Dr. Jean Claude Tabuteau was selected as the new medical coordinator for this clinic.

Varying types of therapeutic modalities exist for patients at the AIDS clinics. With the addition of ddI, physicians are now able to use a larger number of

therapy options, including combination therapy with AZT, ddC and ddI. All of these drugs are provided through the Federal Medication Program to clients unable to pay for them. Currently, 269 clients throughout the county receive these medications.

As of September 30, 1993, current statistics for reported cases of AIDS indicate:

AIDS cases in Florida:	33,762
AIDS cases in Palm Beach County	3,053
AIDS cases in Coastal P B C	2,337
AIDS cases in Western P B C	716

The largest clinic at 3518 Broadway serves 1,817 HIV/AIDS patients. The pediatric HIV/AIDS clinic at 3514 Broadway provides services to approximately 130 children. Specialized HIV/AIDS clinics in Delray and Belle Glade also provide services to infected adults, children, and their families.

STD PROGRAM

The prevention and control of sexually transmitted diseases (STD) are a major public health issue. Current disease intervention priorities target early syphilis and HIV infections.

The Sexually Transmitted Disease (STD) Control program consists of the following major components:

1. Maintaining STD clinics in West Palm Beach, Delray, and Belle Glade. Over 9,000 visits were handled during the reporting year.
2. Conducting interviews and field investigations of clients with or at high risk for STD. Staff interviewed 401 clients with syphilis and post-test counseled 375 HIV-positive clients. 7,635 investigations of sex or needle sharing partners, high risk individuals, and people with positive STD tests were conducted. Of these, 5,416 were new investigations. The staff located and examined 4,435 (82%) of these clients.
3. Maintaining surveillance for STD through the PBCPHU, laboratories, hospitals, community based organizations, and private physicians. The Surveillance Unit received 11,206 reactivexerologic tests for syphilis and initiated 2,257 for field follow-up. The STD program tested 7,176 clients for HIV of which 484 (6.7%) were positive. In addition, 138 HIV-positive clients were referred to STD for follow-up from other clinics and health-care providers. Over 25,000 women of child bearing age were tested for gonorrhea; 410 women were positive. The program confirmed adequate therapy for 404 (99%) of these women.
4. Conducting educational presentations for professional and community groups, and health fairs. Presentations, field screenings, and Med-Mobile outreach targeted teenagers, pregnant women, police departments, schools, health care providers, PBCPHU staff, and migrant workers.
5. Training of Disease Intervention Specialists (DIS) for the Centers for Disease Control. Fifteen new DIS staff were trained in conjunction with the STD Training Center in Lauderhill, Florida. New staff are given 8-10 weeks of classroom training prior to doing interviews or field investigations.

The STD program has been successful in reducing STD morbidity in Palm Beach County due to the work of our STD staff.

	1991-92	1992-93
Gonorrhea cases	1,731	1,214 (-30%)
Early syphilis cases	539	445 (-17%)
Congenital syphilis cases	18	9 (-50%)

TUBERCULOSIS CONTROL PROGRAM

During most of the report year, the tuberculosis and sexually transmitted disease (STD) program shared a facility at 3701 Broadway. But in June 1993, the STD clinical program moved to a new facility at 705 North Olive Avenue, and 3701 Broadway became entirely devoted to TB services.

Clients from Lantana to Jupiter are seen at the Broadway facility. An average of fifty clients are seen each day during eight clinic sessions scheduled weekly.

Program priorities/goals for 1992-1993 were to:

1. treat and cure sputum positive mycobacterium tuberculosis (MTB)
2. evaluate and treat the contacts to TB cases
3. treat and cure all other MTB cases
4. identify new cases of MTB

Due to the incidence of TB in Palm Beach County, and its increase nationally, a renewed concern exists regarding this disease. The TB control program provided an astounding number of 59,792 total services! Also, employees are routinely offered PPD skin testing (purified protein derivative) and this is repeated every six to twelve months per established guidelines.

826 EVERNIA	1,846
BELLE GLADE CLINIC	11,146
SOUTHEAST CLINIC	8,035
JUPITER CLINIC	2,594
NORTHEAST CLINIC	5,824
909 EVERNIA	356
LANTANA/LAKE WORTH CLINIC	5,522
3701 BROADWAY	15,544
3518 BROADWAY	510
SEACREST OB	728
WOMEN'S HEALTH CARE CENTER	1,937
CONNOR'S NURSERY	1
BOYNTON COMMUNITY LIFE CENTER	3
GLADES CENTRAL HIGH SCHOOL	678
ATLANTIC HIGH SCHOOL	217
CARVER MIDDLE SCHOOL	203
PINE GROVE ELEMENTARY SCHOOL	1
THE CHILDRENS PLACE	1
MED-MOBILE	2,006
705 NORTH OLIVE AVENUE	2,258
PAHOKEE SCHOOL OF CHOICE	121
TOTAL ALL TB SERVICES	59,792

During the report year, there were 146 open TB cases of which:

5.5% were children

21.2% were HIV+

47% were seen at the W P B clinic

30% were seen at the Southeast clinic

23% were seen at the Belle Glade clinic

10% (15 cases) reported at death

Also, 167 cases of TB were closed, due to treatment completion, the client moving out of the area, or death; 2,439 clients were started on INH prophylaxis (the drug isoniazid) and 599 clients completed this treatment; and 89 refugees were screened for TB.

Again, this year, four suspects/cases were investigated in the county school system. The largest screening was done at Howell Watkins Middle School where two active TB cases were found.

HOWELL WATKINS MIDDLE SCHOOL

	STUDENTS	STAFF	TOTAL
POSITIVE PPDs	69	2	71
NEGATIVE PPDs	477	52	529
TOTAL PPDs GIVEN/READ	546	54	600
PRIOR POSITIVE PPDs	13	11	24
PPDs NOT DONE/REFUSED	18	40	58
PPDs GIVEN/NOT READ	8	1	9
POPULATION EVALUATED	585	106	691

Cases of pulmonary TB continue to rise in the farmworker's population. Five cases were identified from a group of forty migrant workers who came here from Pennsylvania. HIV+ and drug resistance was found in this group also. The results of this information was presented at the Multi-drug Resistant TB (MDRTB) Conference in Washington, D.C., in September 1993.

Also in September 1993, a grant proposal was submitted to the Robert Wood Johnson Foundation to get funding for "Old Disease, a New Challenge: TB in the 90's." Submitted with Putnam County, its goal is to be in receipt of funds in order to provide extended TB/HIV services to farmworkers in the counties of Palm Beach, Putnam, Glades, and Hendry.

A public-private partnership formed the Tuberculosis Task Force in February 1993. It is comprised of members from the PBCPHU, the American Lung Association, Infection Control practitioners from local hospitals, A.G. Holley staff, the VNA, college personnel, the District IX Nurses Association, and private physicians.

The goals of the Task Force are to:

1. reduce the incidence of TB in our county
2. respond to requests for educational programs
3. assist local health professionals in treating TB in their offices
4. meet the objectives of the National Coalition for the elimination of TB

Educational programs are provided by TB Control for both PBCPHU staff and community groups as requested. During 1992-1993, a specific tuberculosis curriculum was developed for TB training for clinicians and outreach educators. It is important that we all realize the seriousness of this disease and take the necessary steps to try to eradicate it.

HEALTH PROMOTION AND EDUCATION

Health Promotion and Education Division staff provided 40,646 educational encounters in health centers and in the community from October 1, 1992 through September 30, 1993.

GENERALIZED PROGRAM

Health Educators reached 7,645 clients in maternity, family planning and pediatric clinics in small-group or one-on-one sessions. New classes were started on the Norplant and Depo-Provera contraceptive methods. A collaborative effort with the American Lung Association resulted in a smoking cessation program for pregnant women in the Northeast Health Center.

Community health educators reached 4,437 clients on a wide range of topics. Bilingual staff has made it possible to increase special programs directed to Hispanic, Haitian and Guatemalan groups.

During the next year, the Generalized Program will continue to reach minority women with educational information on women's health issues. Additionally, staff will specifically address pertinent health issues of high risk teens in the community and provide the necessary educational outreach.

STAFF TRAINING

Agency Orientation	121
HIV/AIDS (104+501)	224
Tuberculosis	265
CPR	134
Customer Service	137
Injury Prevention	52
Proof-a-matics	40
Total	973

INJURY PREVENTION PROGRAM

The Injury Prevention Program provides education to high risk populations. Program activities in 1992-93 resulted in a total of 6,102 educational encounters, an increase of 11% over the past year.

A Child Safety Seat Project was implemented with the WIC Program, bilingual education on the correct use of seats was provided to 704 adult participants, and 963 car seats were distributed to children under four years of age.

Injury Prevention staff worked with Palm Beach County Fire-Rescue to provide over 600 residents in targeted areas with a home and swimming pool safety survey. One-on-one education was provided, and smoke alarms and other home safety devices were distributed. Local fire units have adopted the pool survey and their staff have been trained to conduct the survey. Injury Prevention staff acts in an advisory capacity to the Drowning Prevention Coalition and joins in their efforts to strengthen the Pool and Spa Code.

Injury Prevention and Coalition Building Workshops have been conducted at local and state fire marshal conferences and seminars. Staff provided training and implementation assistance in the development of a home safety program with the public health nursing division's Healthy Start Program.

Program activities will be expanded in 1993-1994 by combining resources with additional organizations to promote the issue of injury prevention with the senior population, and by the development of an Injury Prevention Resource Directory.

PEER HEALTH EDUCATION AIDS RESEARCH TEAM

AmFAR has funded a community based peer education project for African-American and Haitian adolescents ages 13-18 through its Program Replication Partnership. This replication united three organizations committed to AIDS prevention outreach services in the Glades: The C.L. Brumback Health Center, Family Health International, and the Community Foundation for Palm Beach and Martin County.

The C.L. Brumback Health Center implemented the HEART (Health Education AIDS Research Team) Project to reduce high risk sexual behaviors among 1,600 African-American and Haitian teens. Experience in the first phase of the project validated the community based approach to establishing an AIDS prevention peer education program. Currently, there are 51 trained peer educators. The goal of the second year of the HEART Project is to institutionalize the effort to reach high risk adolescents through a sustainable peer education project, and to pilot a replication for the Latino community.

HEALTH EDUCATION/RISK REDUCTION PROGRAM (HE/RR)

The HE/RR Program provides HIV/STD/TB education to high risk populations. HE/RR staff reached 21,489 individuals with prevention messages to reduce their risk of exposure to these diseases.

Ninety percent of the individuals reached by HE/RR staff were in high risk or increased risk exposure groups, such as gay/bisexual men, injecting drug users, sex partners of HIV+ individuals, substance abusers, and heterosexuals not in monogamous relationships. Special efforts were made to reach substance abusers, inmates, women, and adolescents.

With an average incubation period of 10 years between HIV infection and the onset of AIDS, education activities were targeted to those individuals with the highest risk of being infected. Sixty percent of all AIDS cases in Palm Beach County occur in the 30-49 year age group. Sixty-two percent of the individuals targeted by HE/RR were in the under 30 age group where infection is apparently occurring.

Targeted efforts were made to reach women at increased risk for HIV infection. Over 500 women were provided with condoms and educational information in WIC clinics. The number of contacts with female inmates increased by 82%; the majority of these were incarcerated for prostitution or drug related offenses.

A 50% increase occurred in the number of migrant or seasonal farmworkers reached in 1992-93. Particular emphasis was placed on tuberculosis education. Collaborative efforts with STD and TB staff facilitated the identification of newly diagnosed cases.

HE/RR staff participated with other AIDS service organizations to educate the community through World AIDS Day, Walk for Life, National Condom Week, the Pediatric AIDS Conference, and Bar Invasions. Staff provided education in Spanish and Creole on local radio stations and by participating as panelists on WXEL's series, AIDS-101. Staff members also presented at NIDA's Southeastern Conference and to Governor Chiles' Red Ribbon Panel.

In 1993-1994, increased emphasis will be placed on educating high risk populations concerning the inter-relationship of HIV/STD/TB. Specialized projects targeting migrant farmworkers and newly arrived immigrants will also be a major focus for the coming year.

NURSING & ALLIED HEALTH

The goal of public health nursing is to promote wellness, healthy life styles and prevention of illness through creative, innovative, cost effective programs. During the report year, public health nurses collaborated with many disciplines to provide quality services for our clients. To ensure access to services, locations other than the clinic sites were enlisted. Nurses in Palm Beach County took their expertise to the community to do home visits, provide immunizations, perform physical exams, and of course, to educate. Highlights of several of these programs follow.

SCHOOL HEALTH SERVICES

Three components form the School Health Program in Palm Beach County. The first component is basic school health with a nurse to student ratio that varies from 1:8000 to 1:12000. Each nurse visits five schools three times per month and five schools once per month for a total caseload of ten schools. The nurses implement health screenings, identify at-risk children, develop care plans for medically involved children, provide inservice to staff, provide home visits for substance abusing women not covered in other programs, implement immunization clinics and monitor contagious diseases. Additionally, several schools in the county received mobile health services through a collaborative project with Catholic Charities, the School Board of Palm Beach County, and the Palm Beach County Public Health Unit. Students received physicals and immunizations which enabled them to become compliant with entry requirements. Referrals for previously undetected health problems were handled by school nurses.

The second component consists of two state funded grants for supplemental school health services. The Glades Central High School has full clinic services, including a physician and/or advanced registered nurse practitioner, eight hours a week. A total of 4,225 services were provided during the year. In the school health improvement model in the Delray Beach area, basic school health services were expanded by providing a health support specialist in three schools and two senior community health nurses, one for the high school and one divided between an elementary and a middle school.

The third component consists of a locally funded grant through the Children Services Council which provides a school health improvement model for three schools. Included in this grant are three senior community health nurses, two clinical social workers, three health support specialists, a community health nursing supervisor, as well as clerical support. This program delivers services similar to the basic program with emphasis on access to health and social services.

Additional services provided under School Health include:

- an advanced registered nurse practitioner at School of Choice in Pahokee to provide health examinations for students and their babies, as well as acute care for the infants
- two teen projects (funded by local grant money) provided nursing services at two clinic sites for the babies of teen mothers
- coordination of services with the Department of Education's Family Service Center at Carver Middle school to provide a physician and/or advanced registered nurse practitioner three times per month during the 1993-94 school year
- the collaborative agreement between the Early Intervention Program and the Palm Beach County Public Health Unit to provide vision and hearing screening to all pre-kindergarten children
- coordination of services with The School Board of Palm Beach County to provide prenatal care, family planning services and well-baby care to pregnant students and their babies

School nurses are active participants on committees for children's issues, inter-agency councils, child advocacy groups, teen parent advisories, and Planned Approach To Community Health (PATCH). The total number of services provided by the School Health Program was 298,075.

HEALTHY START

In 1991 Governor Chiles succeeded in passing legislation creating the Healthy Start program in an attempt to impact the high incidence of infant mortality in Florida. Low birth weight is the leading health problem associated with infant mortality. Healthy Start is designed to screen all pregnant women and infants to find those at risk, either prenatally, or in the first year of life, which would lead to low birth weight and/or problems in the neonatal period. Below is a summary of the Healthy Start screening data for the period 10/1/92 through 9/30/93.

HEALTHY START PRENATAL SCREENING RESULTS SCREENING DATES OCTOBER 1992 THRU SEPTEMBER 1993 CUMULATIVE AS OF 09/15/93

TOTAL FORMS PROCESSED	TOTAL CONSENTING TO SCREEN	NUMBER POSITIVE SCREENS
4,531	3,920	1,934
POSITIVES AS PERCENT OF TOTAL SCREENED	NUMBER OF POSITIVE CONSENTING TO PARTICIPATE	CASES AS PERCENT OF TOTAL SCREENED
49.34	1,785	45.54

HEALTHY START INFANT SCREENING RESULTS OCTOBER 1992 THRU SEPTEMBER 1993 CUMULATIVE BIRTHS AS OF 09/15/93

TOTAL INFANTS	TOTAL SCREENED	NUMBER POSITIVE SCREENS
12,337	9,071	1,324
POSITIVES AS PERCENT OF TOTAL SCREENED	NUMBER POSITIVE SCREENS MINUS DECLINES	OF CASES AS PERCENT OF TOTAL SCREENED
14.60	1,215	13.39

After screening women and infants who agree to participate in Healthy Start, services are offered in the form of child birth classes, parenting education, nutritional counseling, smoking cessation classes, as well as home visits and counseling by nurses, social workers and para-professionals. In the most complicated situations, family support plans are created by health care workers and families working together, in order to reach the goals expressed by the family.

Through the Healthy Start Coalition, which was funded in December of 1992, the services available to

pregnant women and infants throughout Palm Beach County are being grouped by regions to find gaps in the service delivery system. The Coalition consists of public and private providers of service as well as consumers and other individuals with an interest in maternal and child health.

The Coalition is working through committees in the following areas: infant mortality review; equal access to care; legislation that impacts women and children; family planning; enhanced services; and funding.

PREPAID HEALTH PLAN (PHP)

The Palm Beach County Public Health Unit's Prepaid Health Plan's (PHP) primary focus is to provide comprehensive preventive health care to targeted categories of Medicaid recipients. The majority of clients served are young mothers and children in the AFDC program.

The PHP program has continued to address the ongoing need for improved health services by striving to pursue a new approach to primary health care. A strong emphasis is placed on preventive services, health education and early intervention.

This new approach offers several outstanding benefits which include:

- Physicians, nurse specialists, and physician assistants providing adult and pediatric care on a daily basis
- Nurse case managers
- Unlimited prescriptions, as well as many "over the counter" medications (when written by our providers)
- No co-payments on any offered services
- Maternity care and prenatal medical services, including family planning services
- Outpatient care with PHP physicians approval and referral to many contracted PHP providers
- Comprehensive hospital inpatient care, including diagnostic services, laboratory tests and X-rays

PHP continued...

In addition to the scope of primary care through our clinic settings, PHP has various contract providers covering many specialties. Cardiologists, general surgeons, audiology, and visual services help care for PHP clients as needed.

Health Service Representatives have been recently added to the PHP staff. They are client advocates and a supportive link between the staff and community.

PHP is a voluntary program and is offered at all six full service clinic facilities strategically located throughout Palm Beach County. PHP's membership goal for '93-'94 Fiscal Year is 8,000. There has been an increase of 1,150 enrollees since October of 1992. This reflects a 22% increase in membership.

MED-MOBILE

A joint venture between HRS/PBCPHU and Catholic Charities has provided a unique new service for Palm Beach County children. The Med-Mobile, a mobile health unit, has been in operation since January 1993 serving children in the Glades area two days a week. Since November 1992, the east coast of Palm Beach County received services several times per month.

The Med-Mobile has visited schools, migrant camps, day care centers and individual communities. Nurses treat minor illnesses, do school physicals and screening exams, and give immunizations. Referrals for follow-up from the Med-Mobile go to the health unit or to private physicians.

MED-MOBILE STATISTICAL REPORT 11/01/92 through 9/30/93

TOTAL USERS TO DATE: 1,771

AGE OF USERS

0 - 2	331
3 - 5	592
6 - 9	227
10 - 13	449
14 - 18	107
19 & over	65

SEX OF USER

Female	862
Male	909

RACE OF USERS

White	650
Black	1,077
Asian	0
Amer. Indian	2
Unknown	42

POVERTY LEVEL OF USERS

Below 100%	1,355
Approx. 100%	0
Approx. 150%	0
Approx. 200% or above	0
Unknown	416

TOTAL NUMBER OF SERVICES 6,455

COMMUNITY IMMUNIZATION SERVICES

One of the objectives of the Immunization Action Plan for Palm Beach County was the formation of a team which would provide immunization services to underserved children in Palm Beach County. An immunization van provided by Kiwanis will be visiting many areas of Palm Beach County. Regularly scheduled outreach sites will be set up in the community. The target population is children from birth to two years of age, as well as older children who may not have received all their immunizations.

On August 11, 1993 the first outreach at the HRS Lake Worth Service Center was held. Twenty two children were immunized. On August 14, 1993, at the request of Mayor Nancy Graham, immunizations were offered at the Black Historical Preservation Society in West Palm Beach. Thanks to volunteer nurses from the PBCPHU, St. Mary's Hospital and Myrtle Paul of Florida Nurses Association, 45 children were immunized. The next day, August 15, 1993 at the Jamaican Fair in the municipal complex in Riviera Beach, 62 children were immunized. Research is ongoing to find new sites to reach underimmunized children.

In addition to all the previously mentioned programs, the nursing division has provided expertise to help broaden the education of nursing students from Palm Beach Community College, Florida Atlantic University and Barry University. These students experienced a variety of clinic, school and field settings with health unit staff. The advanced registered nurse practitioners served as preceptors for students from the University of Florida, Florida Atlantic University and Barry University. The Palm Beach County Health Unit provides an exceptional learning environment for nursing students to increase their understanding of disease prevention and wellness in diverse populations.

INFORMATION RESOURCES MANAGEMENT

During 1992-93, the Division of Information Resources Management (IRM) concentrated on consolidating its five sections into two, Information Services and Systems Engineering. By reorganizing the department in this manner, IRM has been able to more effectively focus on the information and automation needs of the PBCPHU.

IRM's Information Services section enhanced services to include comprehensive on-going main system training, individualized on-site personal computer training, and DIALOG search services and training. The Information Center Help Desk services were also improved through the implementation of an internal system for logging and tracking computer users' calls.

Information Services users, equipment and support have increased dramatically this year:

	91/92	92/93
Personal Computer Users	50	150
Clinical Management System Users	130	250
Administrative Core System Users	22	70
Hardware or Software Requests	0	417
Calls to the Help Desk	720	1,344
DIALOG Searches	4	37
On-Site PC Training (total hours)	0	450
Main System Training (total students)	0	308

IRM's Systems Engineering section successfully implemented a number of projects designed to improve PBCPHU's responsiveness to the needs of the client as well as to improve the efficiency and quality of our administrative operations.

Highlights of Systems Engineering's major accomplishments include:

- implementation of improved client registration system and registration forms with peel-off labels
- design and development of client check-in and check-out process complete with automated receipt printing
- implementation of full-function Fiscal Management System with SAMAS interface including integrated E-Mail, word processing and spreadsheet capabilities
- implementation of automated patient appointment scheduling in the five major health centers
- development of a county-wide Immunization Tracking System
- development of a Child Care Facility Tracking System with an interface to HRS Legal Council's Caretaker Screening System.

Information Resources Management continues to promote a more independent computer user base through increased access to its Palm Beach County Health Information Network. Next year, the focus will be on completing a comprehensive enterprise-wide desktop oriented health information network.

RESIDENCY PROGRAM

The Palm Beach County Public Health Unit Residency Program was started in 1956 to attract physicians of superior quality, and to train them in preventive medicine/public health. The program was reaccredited by the National Accrediting Council for Graduate Medical Education in May 1993. Palm Beach County has had thirty-eight consecutive years of accreditation for this program, and is the only county in a health department in the United States to have this honor. During its years of operation, the Residency Program has trained a number of physicians, several of whom continue to be on the staff of the Palm Beach County Public Health Unit.

The residency program has been affiliated with the University of Miami for a number of years. The Masters in Public Health degree, offered by the University of Miami, must now be integrated with the Residency training given by the PBCPHU. Currently it is a two year program for the residents. Physicians entering this program must have completed at least one approved clinical year in family practice, internal medicine, or pediatrics.

After obtaining their M.P.H. degree and completing the year offered by the Palm Beach County Health Unit, the physicians must have another year of experience in public health practice before becoming eligible to take the specialty board examination in public health.

With the growing need for physicians trained in preventive medicine and public health, we are helping to meet this need in Palm Beach County. Our mission could not be accomplished without the support and cooperation of the public health unit staff members who serve as supervisors and teachers for the residents.

LABORATORY SERVICES

High tech instrumentation allowed PBCPHU laboratory professionals to process over 400,000 tests last year. Tests were done under the strictest guidelines and regulations of state and federal licensing bureaus, including Clinical Laboratory Improvement Amendments (CLIA). In fact, the Palm Beach County Health Unit is one of a few in the country that has a fully accredited and licensed laboratory by both the State and Federal governments. This insures the highest quality and standards possible for correct test results. We are proud to announce that the most recent surveys (inspections) performed by these agencies showed no deficiencies. The laboratory is also in compliance with rules and regulations set forth by OSHA.

Laboratory professionals work closely with physicians and nurses in providing services which support the health unit in the prevention, diagnosis, and treatment of disease. The laboratory provides services for employee health. Working along with Epidemiology, phlebotomists go directly into the community, to schools, or to migrant camps during times of public health threats (i.e. hepatitis or tuberculosis) and draw blood samples as needed. Laboratory support is also offered for the Lead Screening Program, the St. Louis Encephalitis Program, influenza, and CDC/HIV special research studies.

Collections, handling of specimens, and limited on-site services are provided at all individual health units throughout the county. Some of these limited services include: microhematocrits for WIC eligibility; pregnancy tests for family planning clients; and fingerstick glucose levels for rapid monitoring of diabetic patients. Phlebotomy procedures in the health units support maternity, family planning, adult medical, pediatrics, AIDS, TB, STD, anonymous HIV testing, and other specialty clinics.

Via courier, specimens are sent to the main laboratory in West Palm Beach. The specimens are then processed and tested by licensed medical scientists in the areas of hematology, chemistry, immunohematology, immunology/serology and bacteriology. The laboratory maintains a quality assurance program in order to have the highest quality of patient test results. This includes scheduled calibrations and preventive maintenance procedures on all laboratory instruments, daily control testing on every procedure, and participation in the College of American Pathologists' proficiency surveys.

The main laboratory houses a variety of modern instruments and automated analyzers such as: 1. a Baxter Paramax (used for a variety of chemistry tests

and profiles); 2. a Coulter JS (used in hematology for complete blood counts (CBC) including a three part differential and platelet count); 3. an Abbott TDx (used for therapeutic drug monitoring and thyroid testing); 4. an Abbott IMx (used for testing rubella, Beta HCG, HAV, and TSH).

Tests which are not currently available in the health unit laboratory are provided by the Florida State Laboratory and by contractual reference laboratories. With the increase in clients and services provided by the health unit, the laboratory plans to bring more tests in-house. By doing this, the laboratory can help reduce testing costs, which in turn will generate more revenue for the health unit. The laboratory has recently acquired its own Medicaid provider number so that it may begin to bill separately for services.

The laboratory began implementing higher volume tests such as chlamydia testing in November, 1993. Laboratory management is also in the process of evaluating several instruments for the automation of urinalysis. This will help reduce valuable tech time presently spent on manual testing. Other tests being investigated for in-house implementation include T&B cell lymphocyte studies, including CD4 and CD8 counts used for monitoring HIV positive patients; and Drugs of Abuse testing used to screen pregnant women for marijuana, cocaine, opiates, PCP, and other drugs. Additional immuno-chemistry tests to be added in 1994 are PSA, ferritin, B-12, and folate.

In the latter part of 1993, the laboratory became part of a pilot program with the State of Florida Laboratory to be one of the first public health units in the state to have automated HIV reporting. HIV reports will be downloaded to our computer for printing, resulting in a faster turnaround time for the client.

LABORATORY TESTS PERFORMED October 1, 1992 - September 30, 1993

Hematology (including Coagulation) ..	140,109
*Microscopy (Urinalysis)	12,625
Bacteriology	8,230
*Chemistry	143,547
Immuno-Hematology	12,000
Immunology	11,084
*Immuno-Chemistry	3,585
Screening Tests (waivered tests)	42,048
Other Tests	41,184

TOTAL # PATIENT TESTS 414,412

Collection Procedures	55,896
Quality Control Procedures	47,340

*Data may not reflect entire time frame.
Certain tests started after October 1, 1992

QUALITY MANAGEMENT

A new division of the PBCPHU was organized in 1992-1993 for Quality Management (QM). This was a year of planning, development and implementation for the Division. Office space was designated at 826 Evernia Street and staff hired. The staff consists of a director, a nursing program specialist, a medical record manager and a staff assistant.

The purpose of the Quality Management Division is to institutionalize a management philosophy that promotes continuous organizational improvement through employee participation and team building, with the focus on customer service. Quality Management is necessary for the 90's because of competition, the economy, technology and the public's expectations. Utilizing the APEX PH process, the AmbuQual System, Patient Flow Analysis (PFA), outcome indicators and other tools, QM staff will continually assess, monitor and evaluate their services and customer satisfaction. An essential first step in this process will involve staff assessment, development and training in Total Quality Management.

QUALITY MANAGEMENT ACTIVITIES THIS YEAR:

- Conducted clinic senior staff training in PFA with John Werth (Consultant, HRS Health Program Office). Completed clinic management studies in four centers utilizing the PFA tool. Made recommendations from the statistical graphs by center staff on improving patient flow, staff utilization, appointment schedules, and space efficiency.
- Continued staff training for medical records utilizing the Omaha Classification System.
- A one day retreat for senior staff with top state consultants (Posner, Grimm, Mason) on QM training which specifically addressed initiating a quality service effort and staff empowerment.
- Heightened the awareness of staff to Quality Management. The QM nursing program specialist wrote a three act skit titled "Quality: Can You See It, Can You Hear It?" The cast, "True Grit Players," consisted of employees from the various clinic disciplines. The skit focused on customer service, access to care, and documentation. The "True Grit Players" won a first place award in a statewide competition.
- The QM staff, working in conjunction with center and programmatic employees, initiated our first policy and procedure manual which included our client philosophy and mission statement.
- Videos were shown monthly to management and staff. The videos presented concepts on ways to improve service and customer satisfaction.
- A team of industrial organizational psychologists from the University of Miami volunteered to work with the QM staff in conducting a benchmark survey of all employees and to provide training on motivation, attitude, and the process to effect quality management changes.
- A major accomplishment was the hiring of an expert in health information services as our first medical record manager. Under her experienced guidance, additional staff will be delegated to the medical records area to foster improvement in standards, policies and procedures for records administration, as well as improvement in the quality and quantity of services.

In Quality Management we believe that people are our greatest asset!

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Lawton Chiles	Governor
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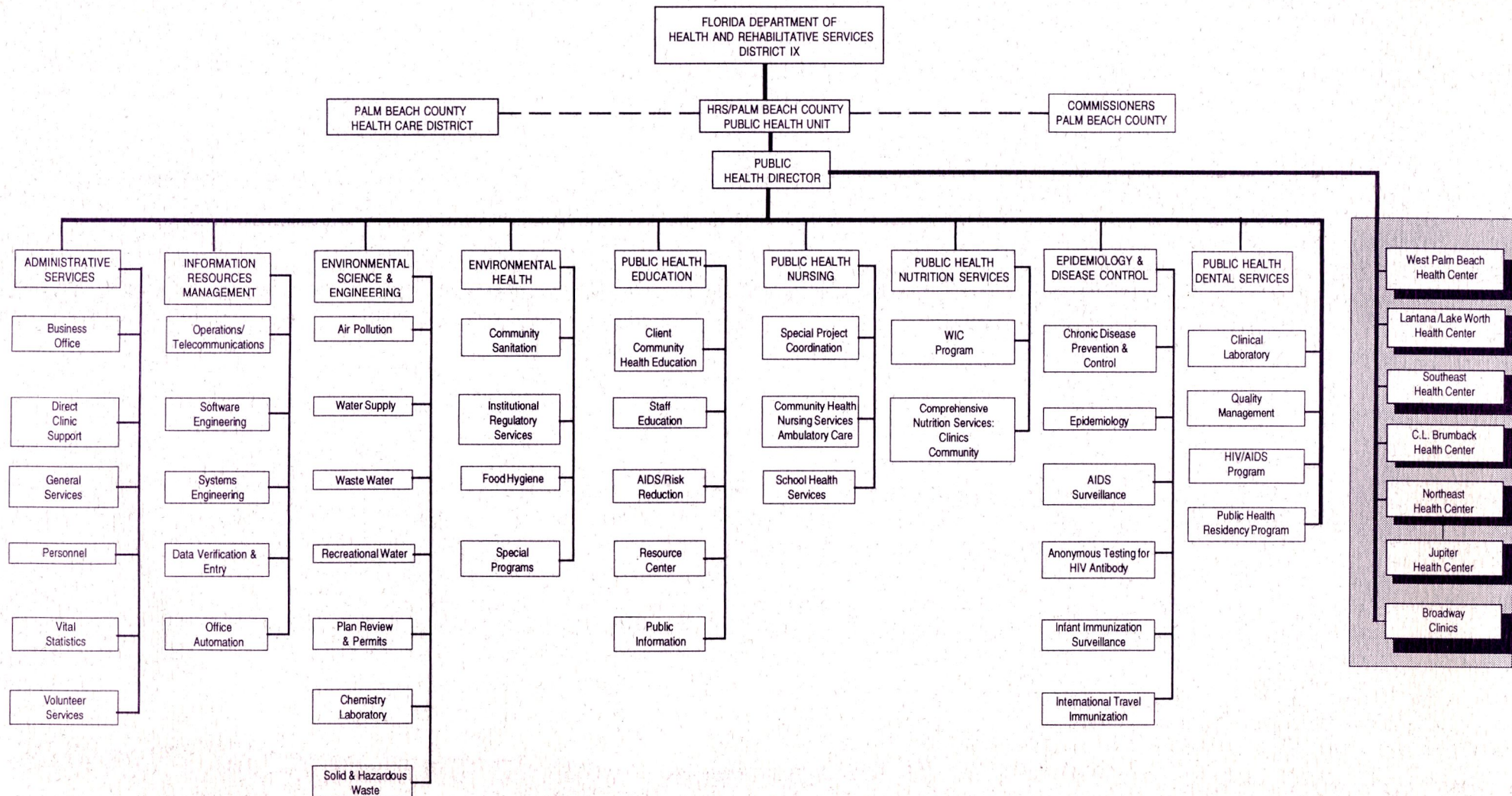
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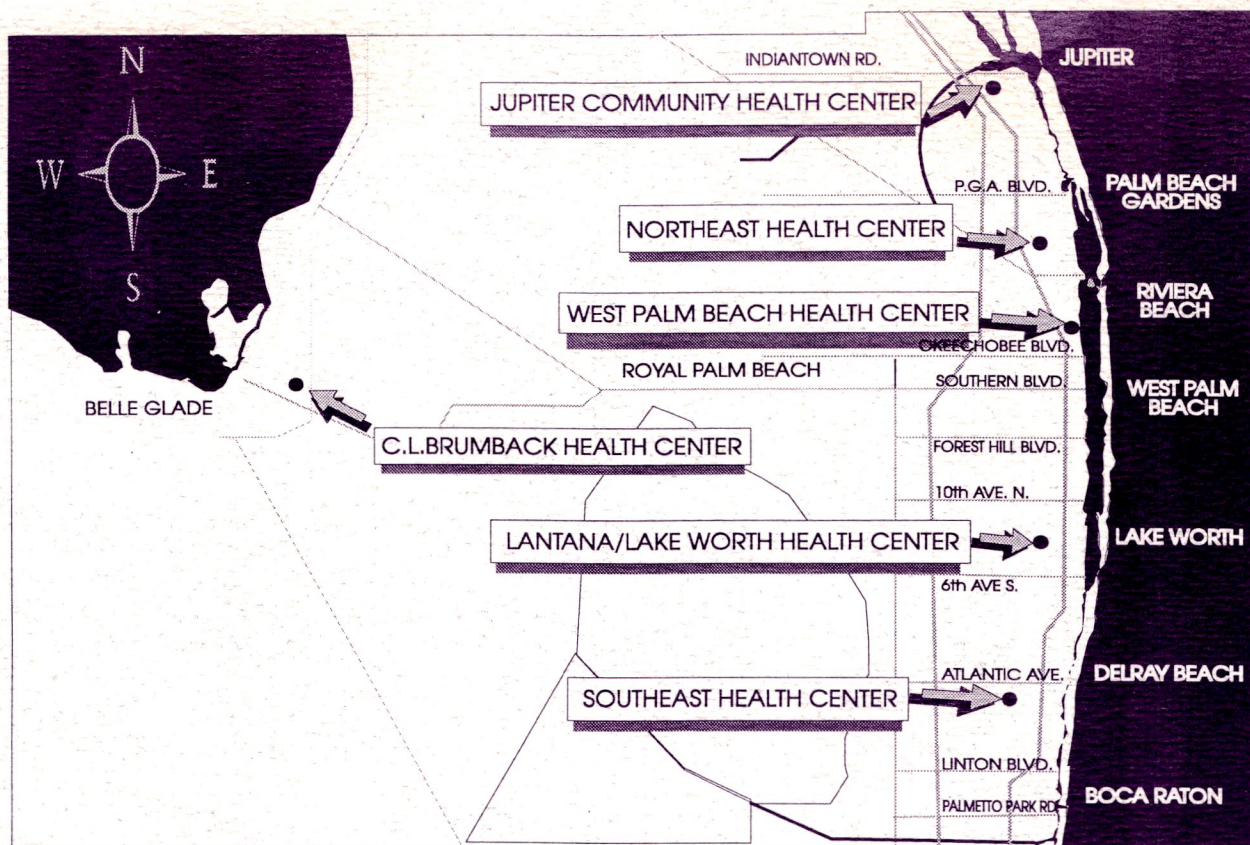
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